

Accounting Firm Digital Operations Checklist

Twenty-four questions for evaluating the systems and workflows supporting a modern accounting practice

How to use this checklist

For each statement, select Established, Partial, Not Established, or Not Applicable. Use the Notes field to record follow-up questions, ownership, or improvement priorities.

PLEASE NOTE

This checklist is an operational planning resource. It is not tax, accounting, audit, legal, cybersecurity, privacy, or compliance advice.

Who this is for

- Firm owners and managing partners
- Firm administrators
- Operations and practice managers
- Client service and account managers
- Lead preparers and reviewers
- Technology decision-makers
- Professionals responsible for firm growth and client experience

Overmatch Digital provides digital operations consulting. We do not provide tax, accounting, audit, or legal services, and completing this checklist does not establish professional, ethical, privacy, cybersecurity, or regulatory compliance.

What this checklist helps you identify

- Breakdowns between inquiry, engagement, and onboarding
- Manual document collection and follow-up
- Recurring work rebuilt from scratch each cycle
- Deadlines that become visible only when they are urgent
- Status lost between preparers, reviewers, and partners
- Returning clients who are not re-engaged for the next cycle
- Unstructured AI use
- Access, continuity, and ownership gaps
- Practical priorities for the next 90 days

Keep every entry general. Do not record client names, account numbers, financial figures, or other confidential client information on this worksheet.

Accounting digital operations: overmatchdigital.com/industries/accounting

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SECTION 1 OF 8

Digital Business Foundation

Review the core accounts, productivity tools, file systems, access practices, and protections supporting everyday work.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Multifactor authentication protects email, tax and accounting platforms, payroll, banking, and administrative systems.	☐	☐	☐	☐
Shared files have defined storage locations, folder structures, and naming practices.	☐	☐	☐	☐
The firm controls administrative access to its domain, email, website, practice-management, and ledger platforms.	☐	☐	☐	☐

SECTION REFLECTION

Which account, platform, or category of information would be most difficult to recover or transfer if the person currently managing it became unavailable?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 2 OF 8

Client Intake and Engagement

Review how prospective clients reach the firm, how they are screened, and how engagement terms are set.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Inquiries from the website, phone, and referrals enter one tracked intake process with an identifiable source.	☐	☐	☐	☐
New inquiries are screened against the services, client types, and capacity the firm wants to take on.	☐	☐	☐	☐
Engagement letters, scope, pricing, and payment terms follow a documented and repeatable process.	☐	☐	☐	☐

SECTION REFLECTION

Where in the intake process is a qualified prospective client most likely to encounter delay or inconsistency?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 3 OF 8

Client Onboarding and Document Collection

Review how a new client is set up and how the information required to begin work is requested and tracked.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
New clients follow a consistent setup path across engagement, payment, system access, and internal assignment.	☐	☐	☐	☐
Document requests are issued from a standard list for each engagement type.	☐	☐	☐	☐
Outstanding documents are tracked, and follow-up occurs without depending on individual memory.	☐	☐	☐	☐

SECTION REFLECTION

What information is most commonly missing once an engagement has been accepted?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 4 OF 8

Recurring and Deadline-Driven Work

Review how repeating engagements are scheduled, owned, and monitored across the year.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Monthly, quarterly, annual, and event-driven work is scheduled from defined workflows rather than rebuilt each cycle.	☐	☐	☐	☐
Each recurring engagement has a named owner and a current status others can see.	☐	☐	☐	☐
Upcoming deadlines and at-risk work are visible to leadership before they become urgent.	☐	☐	☐	☐

SECTION REFLECTION

Which recurring engagement requires the most manual setup each cycle?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 5 OF 8

Client Communication and Re-Engagement

Review how the firm keeps clients informed between engagements and brings recurring clients into the next cycle.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Clients receive deadline and document reminders on a defined schedule rather than ad hoc.	☐	☐	☐	☐
Returning clients are re-engaged for the next cycle through a repeatable process covering outreach, updated engagement terms, and scheduling.	☐	☐	☐	☐
Changes in tax law, filing requirements, or firm process that affect clients are communicated through an approved and consistent channel.	☐	☐	☐	☐

SECTION REFLECTION

Which client communication is most often sent late, inconsistently, or not at all?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 6 OF 8

Review, Approval, and Handoffs

Review how work moves between preparers, reviewers, partners, and clients without losing status or ownership.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Work moving between preparers, reviewers, and partners has a clear status and next action at each stage.	☐	☐	☐	☐
Review comments and their resolution are captured in one place rather than across email threads.	☐	☐	☐	☐
Client approvals, signatures, and delivery are tracked through to completion.	☐	☐	☐	☐

SECTION REFLECTION

At which review stage does work most often sit without a clear owner or next action?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 7 OF 8

AI Use and Governance

Review whether AI use is connected to real operational needs and supported by appropriate data-handling and human-review requirements.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
AI use is directed at defined administrative or knowledge-work tasks rather than adopted informally.	☐	☐	☐	☐
The firm has written guidance covering permitted uses, prohibited uses, client-data handling, human review, and accountability.	☐	☐	☐	☐
Client information is entered only into systems the firm has approved and vetted.	☐	☐	☐	☐

SECTION REFLECTION

Where is AI already being used informally without firm-level guidance or visibility?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 8 OF 8

Reporting, Security, and Continuous Improvement

Review whether leadership has the information, controls, and improvement process needed to manage the firm's digital operations.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Leadership can see workload, capacity, and engagement status without assembling it manually each time.	☐	☐	☐	☐
Backups, account recovery, and continuity arrangements are documented and tested.	☐	☐	☐	☐
The firm reviews its systems and workflows on a defined schedule rather than only when something breaks.	☐	☐	☐	☐

SECTION REFLECTION

What operational question is hardest for firm leadership to answer with current information?

PRIORITY ☐ Low ☐ Medium ☐ High

Identify Your 90-Day Priorities

The objective is not to replace every system or automate every task. Use this review to identify the improvements that would have the greatest effect on firm capacity, consistency, visibility, security, or client experience.

01 Which workflow creates the most administrative effort?

02 Where do engagements most often stall waiting on client information?

03 Which system contains information that is difficult to locate or trust?

04 Which client request or question occurs repeatedly?

05 Which recurring clients were not re-engaged for the most recent cycle?

06 Which process depends too heavily on one person?

07 Which AI use is occurring without formal guidance?

08 Which improvement could be completed before the next filing cycle?

09 Which improvement requires a broader platform, vendor, or integration decision?

Priority Action Plan

Record up to five priorities. Keep entries general and avoid client-specific detail.

PRIORITY	CURRENT PROBLEM	DESIRED IMPROVEMENT	OWNER	TARGET DATE	NEXT STEP